

POLICE COMMUNICATIONS OFFICER II
STUDY GUIDE

A written examination for the class of **POLICE COMMUNICATIONS OFFICER II** to be administered in **BREAUX BRIDGE** on **OCTOBER 22, 2014**, will consist of approximately **100** multiple-choice questions. The examination will test your knowledge in the following subject areas:

SUBJECT AREA/KNOWLEDGE	APPROXIMATE % OF EXAM
COMMUNICATIONS OPERATIONS MANAGEMENT Knowledge of the principles of effective police communications operations management, including knowledge of operational and dispatching procedures; procedures for receiving and processing calls for assistance; procedures for monitoring location and status of on-duty officers; and the proper operating procedures of the police radio system; and knowledge of the operation of the computer-aided dispatch system, including the operation of the computer keyboard; knowledge of computer codes; and of the procedures for sending and retrieving messages as well as for entering and retrieving information using the computer; and the supervision, general care, and maintenance of police communications equipment.	63.0%
TRAINING Knowledge of the procedures for implementing an effective training program, including serving as an instructor.	6.0%
RECORDS & CORRESPONDENCE Knowledge of effective records-management practices, including preparation, content, format, control of communication records. Knowledge of the information gathering process and the compilation of data into an effective format to address correspondence and other issues related to the communications division.	9.0%
SUPERVISION Knowledge of the practices and techniques used in effective supervision in order to plan, organize, direct, and evaluate the work of subordinates; to resolve conflicts; and to maintain discipline.	22.0%

REFERENCE LIST

While the entire list of reference material will be useful to you in your preparation for the upcoming examination, the **majority** of test questions are sourced from those references listed under the Primary List.

PRIMARY REFERENCE MATERIAL

BREAUX BRIDGE POLICE COMMUNICATIONS OPERATIONS MANUAL

EFFECTIVE SUPERVISORY PRACTICES/Better Results Through Teamwork, 777 North Capitol, Washington, DC 20005, 4th ed, 2005. (NOTE: May also be obtained through LSU Firemen Training Program).

LOUISIANA LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEM, Louisiana Department of Public Safety and Corrections, Office of State Police, P. O. Box 44314, Baton Rouge, LA 70804, 1988.

SUPERVISION OF POLICE PERSONNEL, Iannone N. F., Prentice - Hall, Inc.(Series in Criminal Justice), Englewood Cliffs, NJ 07632, 6th ed., 2001.

The local civil service board should make this study guide available to all applicants in whatever manner the board deems appropriate.

While there are no provisions requiring this office to provide study guides for any competitive or promotional examinations, such material will be provided as a service to assist applicants in preparing for an examination. The State Examiner's office has no control whatsoever over the local availability of reference material (mentioned in the study guides), nor do we feel constrained to limit examination questions to only that material which is available locally. Examination content, weighting of subject areas, and length of examination, may vary with each administration of an examination to reflect any updated job analysis information. Percentages and numerical estimations are provided as approximations.